

Return to Vendor Policy

LOWA

Basic Policy Information (3 pages)

Warranty & Repair Policy:

- 1) LOWA shoes are designed to be durable and many details can be repaired or replaced. Nevertheless, certain materials have a limited shelf life, e.g. the sole's impact-absorbing wedge. This synthetic material ages over time and becomes porous at some point. This is a natural wear and tear process. **That is why LOWA provides a complete resoling service for its TREKKING and MOUNTAINEERING shoes, which involves entirely replacing both the impact-absorbing wedge and the tread sole, which is subject to wear and tear. Yet even with this kind of makeover, one truth remains: a good boot lasts a long time but NOT forever. IF THIS IS THE CASE FOR A CUSTOMER RETURN, PLEASE DIRECT THEM TO THE LOWA WEBSITE TO SEE IF THEY ARE WILLING TO GET THEIR ITEM RESOLED. WE WILL NOT KNOW IF LOWA WILL CREDIT OR GIVE US REPLACEMENTS UNTIL WE SEND THEM IN, HAVING THE GUEST DO THIS IS THE BEST SOLUTION**
- 2) **Your LOWA boots are warranted to be free from defects in workmanship and materials for a period of 12 months from the original date of purchase. YOU CAN ACCEPT THIS RETURN AND SEND TO RTV, BUT PLEASE READ THE FOLLOWING BELOW AND ON NEXT PAGE FOR LIMITATIONS.** Your exclusive remedy for breach of such warranty is repair or replacement of your LOWA boots. If your LOWA boots need repair or replacement due to defect in workmanship or materials, *please read the "LIMITATIONS ON WARRANTY"* below and continue.
- 3) For a warranty inspection, LOWA will provide a return label on purchases made within 12 months from lowaboos.com.

Limitations on Warranty:

- 4) The warranty on your LOWA boots is limited to the warranty set forth above. Such warranty does not apply to ordinary wear and tear or to damage resulting from abuse, negligence, improper repairs, inadequate fit, alterations, modifications, hydrolysis (see definition of hydrolysis below) or if your LOWA boots are used other than in the manner intended. Products with labels removed void any warranty. There are no other warranties that extend beyond the description on the face hereof. Remember that good boots last a long time, but not forever.
- 5) When we receive a warranty and that exact item is no longer available, we will contact the customer to determine the best alternative option or replacement per our discretion.
- 6) EXCEPT FOR THE WARRANTY SET FORTH ABOVE, LOWA HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED BY STATE LAW, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7) Mountaineering, hiking, rock climbing, gym climbing and other similar activities for which you may choose to use LOWA boots involve risk of serious injury. LOWA shall not be liable for any special, indirect, incidental or consequential losses or damages or personal injury in connection with the use of LOWA boots. Some states do now allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Examples of what is not covered by warranty, but are not limited to the following:

- Product with worn stitching and worn soles due to normal wear
- Damage that is a result from misuse
- Product bought, from 3rd party marketplaces such as but not limited to Amazon or eBay, or any other reseller not found on the [LOWA USA stores list](#)
- Product past the normal one-year warranty period
- Improper fit and comfort issues
- Product in which the boots has dried out and begun to disintegrate or change shape over a long period of time
- Product in which soles have fallen off from not being worn and stored for long periods of time
- Items acquired from LOWA from previous warranty claims
- Boots that are not worn for their intended use
- Use of oils or fats on your boots will null and void your warranty. Care instructions can be found on our [Boot Care Instructions](#) page.
- Any LOWA boot with a manufacturing defect, will have to be shipped back to our warehouse for a full inspection before any decision is made.

Hydrolysis - Boot sole separation

8) Sole units will degrade when your footwear is used only occasionally and is stored for long periods of time. This is not a warrantable issue. Sole units degrade faster than if the footwear is worn regularly. Hydrolysis is a normal material aging process that occurs in all footwear with a cushioned PU midsole independent of the manufacturer. The process also occurs in automobile tires, ski boots or helmets and does not represent lower quality or even a quality issue in materials or workmanship.

9) There are two types of sole injection technology popular with outdoor boots: EVA and PU. LOWA uses PU Injected Technology, to extend the life of their boots.

PU vs. EVA

10) We use PU on our midsoles. It's a terrific shock absorber, rebounds well, will last longer on the trail and offers better comfort. You will get two to five times the performance life compared to molded EVA midsoles.

11) When a PU midsole begins to deteriorate, you'll see small cracks along the injection area, above the sole unit. This is an indication that your boots are wearing out.

Exceptions

Vendor Requirements (Proof of Purchase, Etc.)

PROOF OF PURCHASE TO PROVE 1 YEAR WARRANTY.

Warranty Links and/or Additional Information

[Warranty & Repair | LOWA Boots USA](#)